

Wisconsin Department of Children and Families



Performance Report January - June 2012

Prepared by:
Division of Management Services
Bureau of Performance Management

Protecting Children. Strengthening Families. Building Communities.



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Wisconsin Department of Children and Families Values

Wisconsin Department of Children and Families will:

- Make decisions and act based on the best interests of children and their families because Wisconsin's future is dependent upon their success today.
- Partner with the people of Wisconsin to keep children safe, promote economic stability and ensure the success of children and families, because it is our shared responsibility.
- Share information, seek input and explain our actions, because we value transparency and accountability.
- Treat everyone with dignity and respect, because we believe in everyone's inherent value.
- Manage our resources efficiently, because we value good stewardship.
- Support, develop and hold accountable our employees and contractors, because their performance is vital to our success.
- Keep learning about and applying what works, because we want to continually improve what we do.

Protecting Children. Strengthening Families. Building Communities.



Performance Report January – June 2012 Data Contents

Each KidStat Performance Report faithfully captures data for the Real Results and performance measures that were discussed in KidStat meetings during the covered time period. For most Real Results, we track and report on performance measures in the same way over time. In a few cases, though, we have made modifications to measures for reasons such as:

- A change in data source (from a hand count to an automated count, for example);
- An updated measure (we developed a more accurate way to measure progress); and
- An eliminated or added measure (due to a shift in focus or because an old measure was no longer useful).

As well, each Real Result is reported for different time periods based on the availability of data from the different sources used.

Real Result	Timeframe
Children are safe from abuse and neglect -Statewide	January – June 2012
Children are safe from abuse and neglect - BMCW	January – June 2012
Children achieve permanency - Statewide	January – June 2012
Children achieve permanency – BMCW	January – June 2012
Families increase income - W-2 program	January – June 2012
Parents receive quality customer service	January – June 2012
Families increase income - Child Support program	July – December 2011
Child care funds are well spent and fraud is minimized	January – June 2012
Children are safe in licensed and certified child care settings	January – June 2012
Customers Receive Quality Service - Milwaukee Early Care Administration	January – June 2012
Children attend high quality child care and early education programs	January – June 2012



Real Result (What we work to achieve)	Output (How we measure it)	Pg #
Children are safe from abuse and neglect	Initial assessments are completed in a timely manner.	7
	Initial contacts with the child victim are made in a timely manner.	8
	Monthly face-to-face contacts are made in a timely manner.	9
	Increase number of children who are NOT repeat victims of maltreatment.	10-11
Children achieve permanency	Children experience stability in their out of home placement.	12
	Children spend minimal time in out of home care.	13-15
	Once children exit out of home care, they do not re-enter.	16
Families increase income	Parents are prepared to find employment.	19-20
	Parents are supported in their application for Supplemental Security Income/Social Security Disability Insurance.	21-22
	Parents are able to retain employment over time.	23-24
	Eligible individuals are placed in transitional jobs.	27
Parents receive quality customer service	Any parent applying for or receiving W-2 for at least 30 days completes a customer satisfaction survey.	25-26

Real Result (What we work to achieve)	Output (How we measure it)	Pg #
Families increase Income	Children have a court order for child support.	28
	Children have legal fathers.	29
	Child support is a stable, reliable source of income for families.	30
	Unpaid child support debt balances are collected.	31
	DCF effectively and efficiently uses federal and local resources.	32
Child care funds are well spent and fraud is minimized	Improper payments to providers and clients are reduced.	36-37 39-40
	Authorizations are appropriate to the needs of the family.	38
Customers Receive Quality Service	Average time-to-answer for customer calls to the Milwaukee Early Care Administration	41
Children attend high quality child care and early education programs	Percentage of YoungStar Applications Received and Rated	42
	Percentage of Child Care Staff at Higher Levels of the Registry by Child Care Region	43



Wisconsin Department of Children and Families Performance Measures
Children are safe from abuse and neglect.

Performance Measure: INITIAL CONTACT TIMELINESS

Objective: Increase the timely completion of initial contacts.

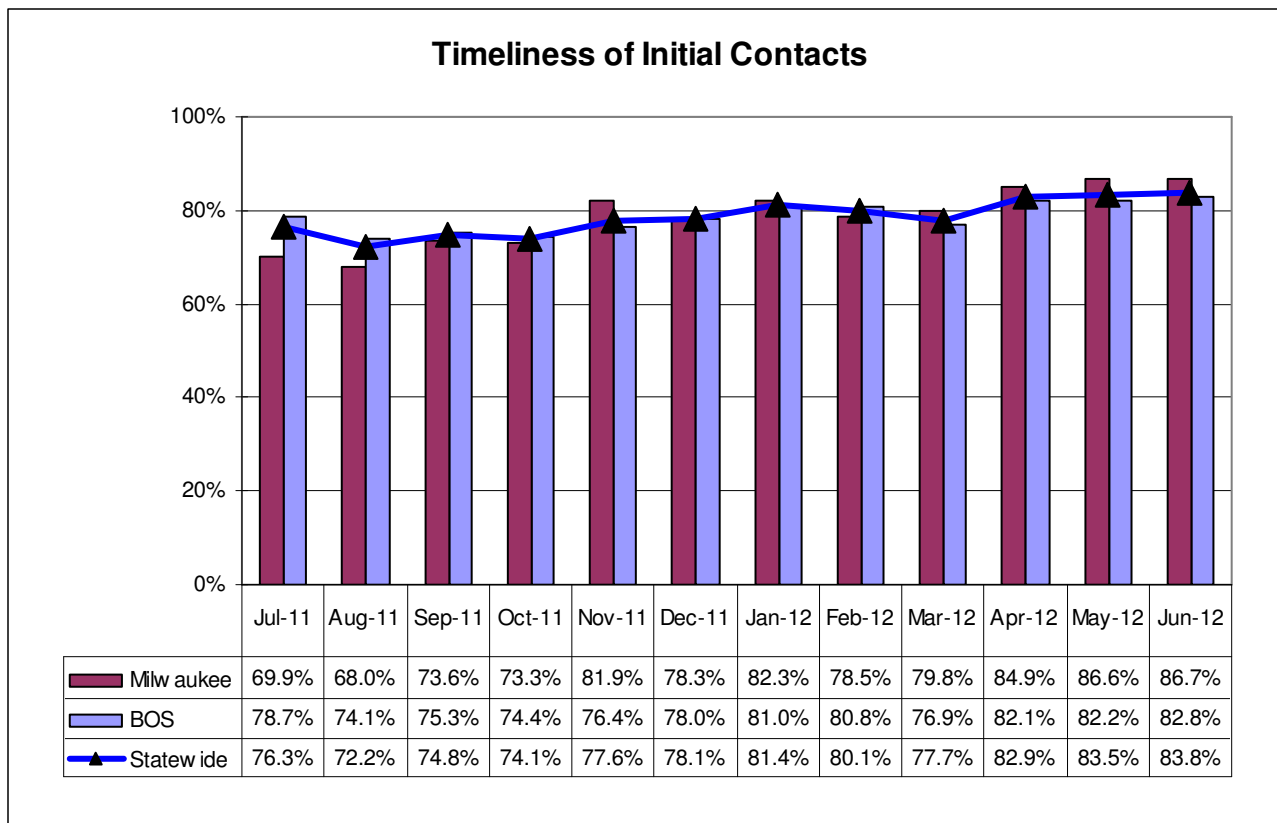
Significance: Counties are expected to ensure the timely safety assessment of an alleged child victim.

Target: Complete 100% of initial contacts in a timely manner relative to assigned response time.

Measurement Method:	Data is collected from the statewide automated case management database, eWiSACWIS. Denominator equals all initial face-to-face contacts for the reporting period relative to response time. Numerator is all the initial face-to-face contacts completed within assigned response time for the reporting period.
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Owner: Fredi Bove, Division Administrator

Progress: Statewide performance on this measure improved from 76.3% in July 2011 to 83.8% in June 2012 (blue line) but is still below the standard of 100%.



Target Direction:



Wisconsin Department of Children and Families Performance Measures
Children are safe from abuse and neglect.

Performance Measure: **CASEWORKER CONTACT TIMELINESS**

Objective: Increase the timeliness of monthly caseworker contacts.

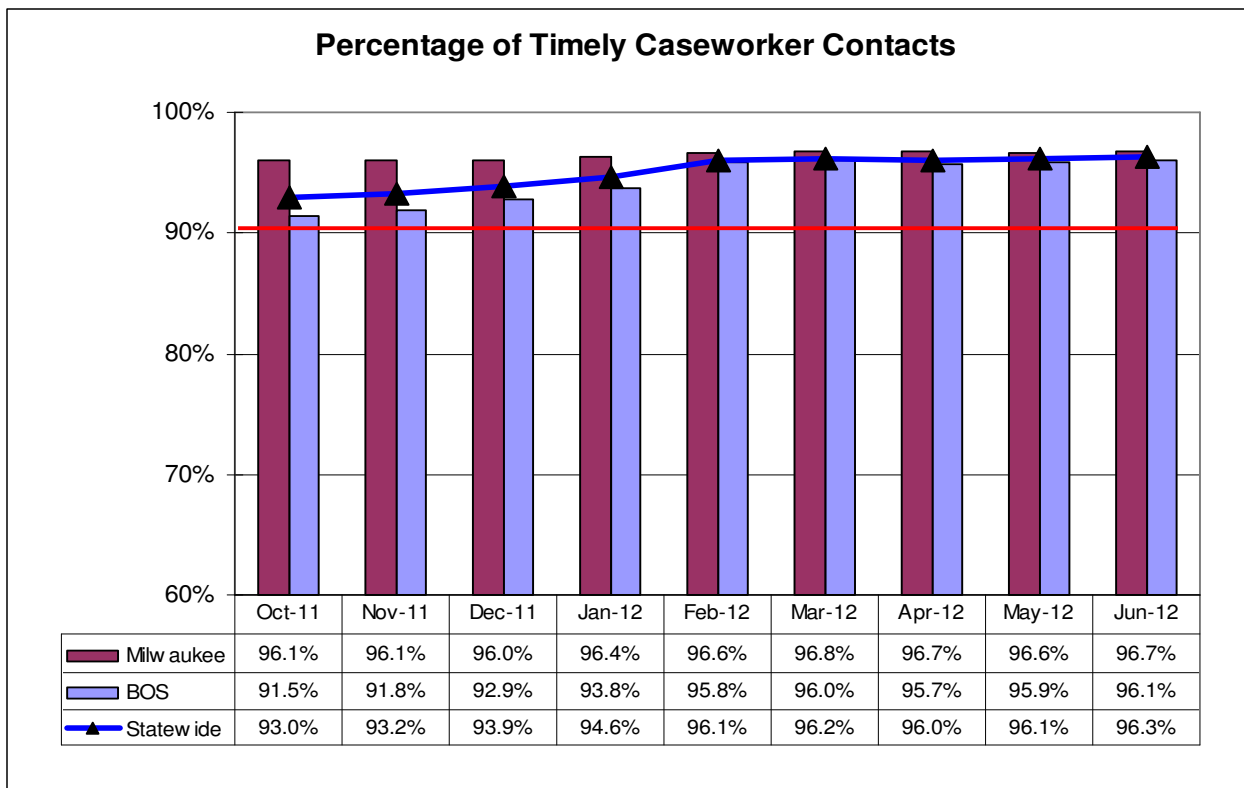
Significance: County caseworkers are required to have face-to-face contact with each child on their caseload once a month.

Target: Caseworkers see 90% of children in the out of home care (OHC) caseload each month. Target represented by the red line in the below graph.

Measurement Method:	Data is collected from the statewide automated case management database, eWiSACWIS. Of all children in OHC, this measures the number seen each month. This is a cumulative measure based on the federal fiscal year.
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Owner: Fredi Bove, Division Administrator

Progress: Wisconsin performance exceeded the federal standard of 90% between October 2011 and June 2012, with 95.7% of children receiving timely caseworker contacts. As of June 2012, Wisconsin has been timely on 96.3% of cases.



Target Direction:



Wisconsin Department of Children and Families Performance Measures
Children are safe from abuse and neglect.

Performance Measure: OUT OF HOME CARE MALTREATMENT

Objective: Increase the number of children who are NOT victims of maltreatment while in out of home care (OHC).

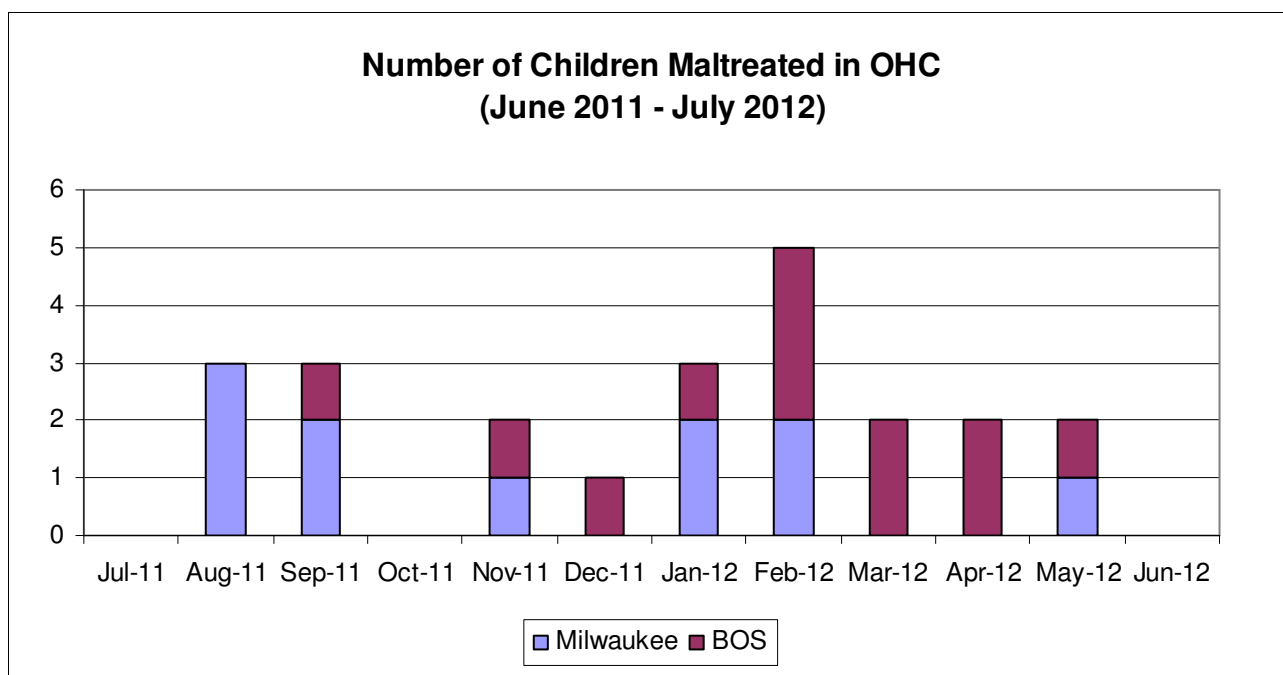
Significance: Counties are expected to protect the well-being and safety of children while in their custody.

Target: Wisconsin performance should not fall below the 75th percentile that less than 0.04% of all children in OHC maltreated.

Measurement Method: Data is collected from the statewide automated case management database, eWiSACWIS. Denominator equals all children in OHC during the reporting period. Count is the number of children who were maltreated in OHC in a given month.

Owner: Fredi Bove, Division Administrator

Progress: Performance was well above the target throughout June 2012. Twenty-three children were maltreated in OHC between July 2011 and June 2012. Nine in the last six months of 2011 and fourteen in the first half of 2012. This is an improvement over all of 2011 when twenty-nine children were maltreated in OHC.



Target Direction:



Wisconsin Department of Children and Families Performance Measures

Children are safe from abuse and neglect.

Performance Measure: **RECURRENCE OF MALTREATMENT**

Objective: Increase the number of children who are NOT repeat victims of maltreatment within six months of the initial maltreatment substantiation.

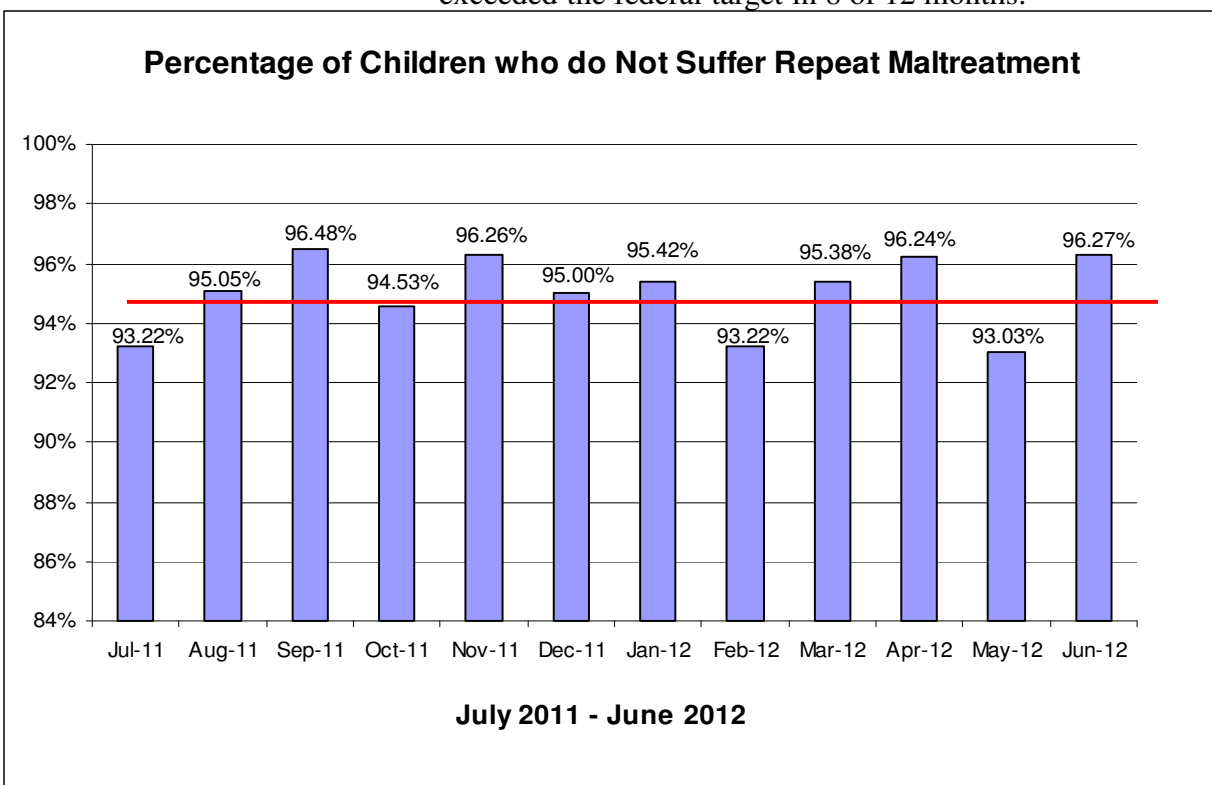
Significance: Counties are expected to identify permanency solutions that reduce the likelihood of repeat maltreatment.

Target: Wisconsin performance should not fall below the 75th percentile that 94.6% of children are not repeat victims of maltreatment within 6 months prior to the substantiation. Target represented by the red line in the below graph.

Measurement Method: Data is collected from the statewide automated case management database, eWiSACWIS. Denominator is all children who were maltreated. Numerator is all children without a recurring maltreatment within 6 months of initial substantiation.

Owner: Fredi Bove, Division Administrator

Progress: Between July 2011 and June 2012, 246 children experienced a recurrence of maltreatment. The state exceeded the federal target in 8 of 12 months.



Target Direction:



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Wisconsin Department of Children and Families Performance Measures
Children achieve permanency.

Performance Measure: **PLACEMENT STABILITY**

Objective: Reduce the number of placements children experience while in out of home care (OHC).

Significance: Counties are expected to minimize the number of placements children experience given the disruption and negative effects each placement change can cause.

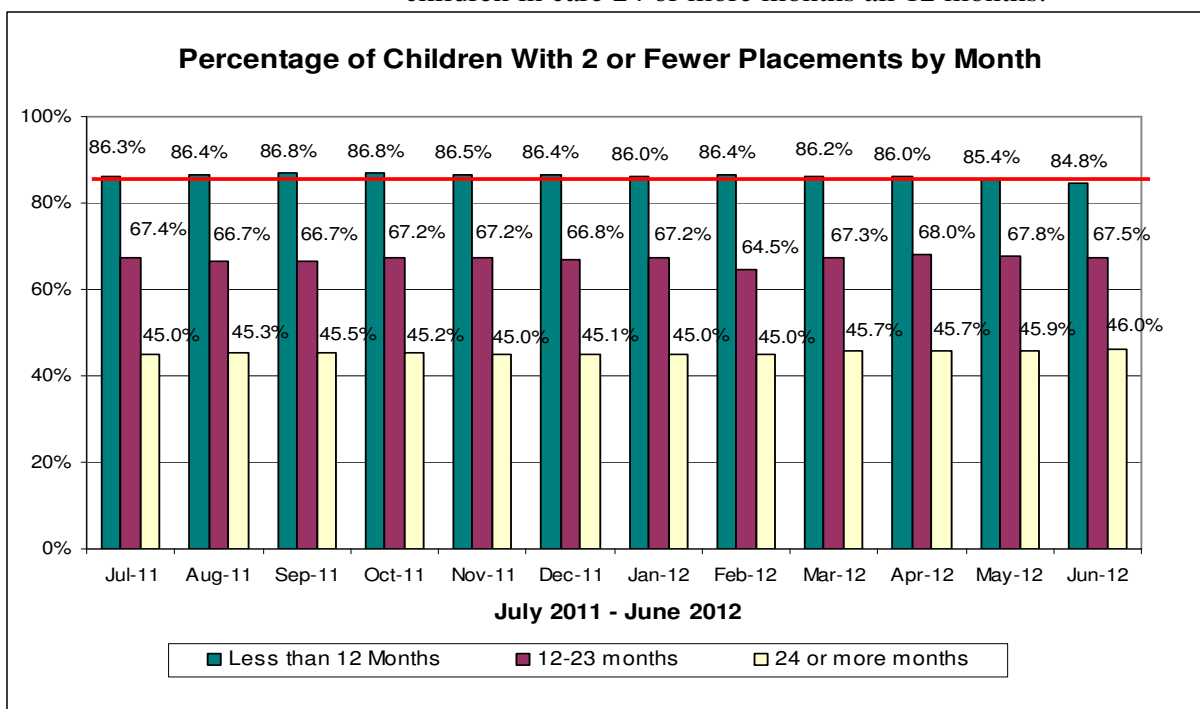
Target: Wisconsin performance should not fall below the 75th percentile that 86% of children in care less than 12 months, 65.4% of children in OHC 12-23 months, and 41.8% of children in OHC more than 24 months have 2 or fewer placements. Target for the under 12 months measure represented by the red line in the below graph.

Measurement Method: Data is collected from the statewide automated case management database, eWiSACWIS. Denominator equals all children in OHC for the relevant time period. Numerator equals all children in OHC for the relevant time period with 1 or 2 placement settings.

Owner: Fredi Bove, Division Administrator

Progress: Performance exceeded the target on:

- children in care less than 12 months 10 of the 12 months.
- children in care 12-23 months 11 of the 12 months.
- children in care 24 or more months all 12 months.



Target Direction:



Progress: Statewide performance declined slightly from 47.8% in July 2011 to 43.6% in June 2012 (blue line). The balance of state exceeded the target 11 of the 12 months for this measure.

Wisconsin Department of Children and Families Performance Measures

Children achieve permanency.

Performance Measure: **TIME TO ADOPTION II**

Objective: Increase the number of children who have been in out of home care (OHC) for 17 months or longer who become legally free for adoption within six months.

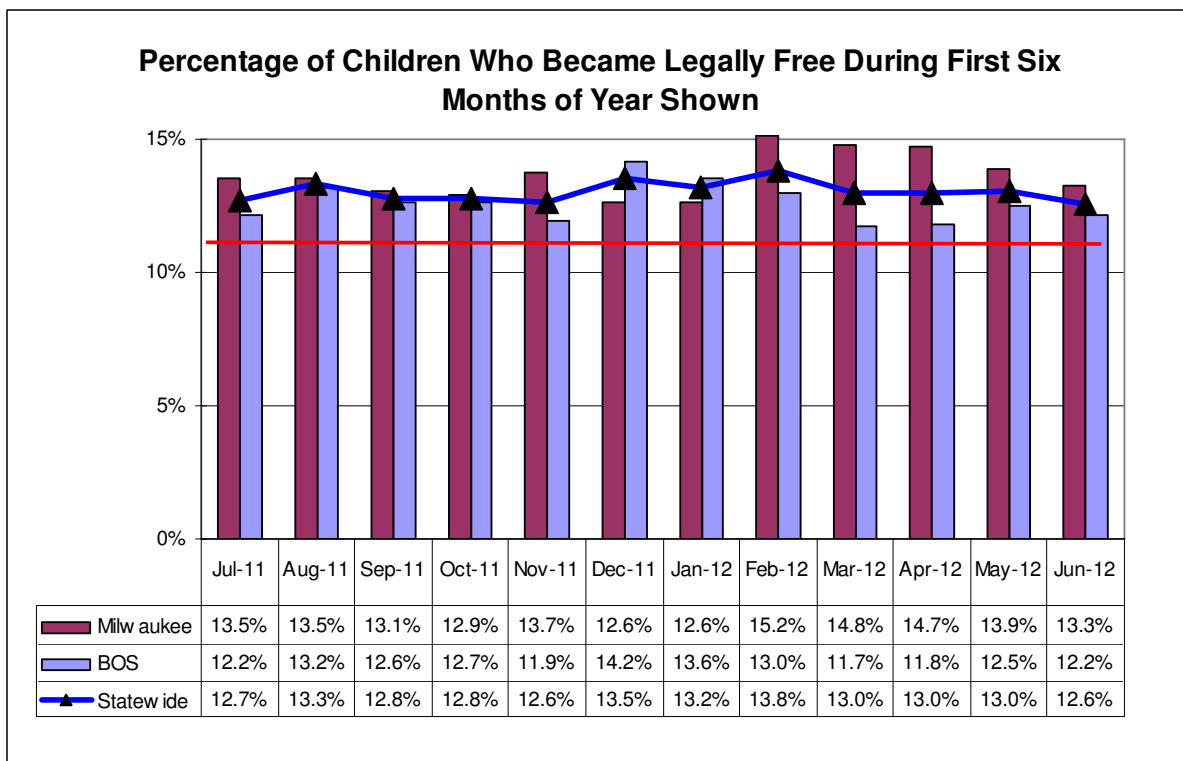
Significance: Counties are expected to identify and pursue adoption as a permanency solution, when appropriate, as quickly as possible once a child is removed from the home.

Target: Wisconsin performance should not fall below the 75th percentile that 10.9% of children in foster care 17 months or longer are adopted within six months. Target represented by the red line in the below graph.

Measurement Method: Denominator equals all children in OHC 17 consecutive months or longer on the first day of the year shown and who were not legally free for adoption prior to that day. Numerator is the number of these children who became free for adoption (termination of parental rights) during the first 6 months of the year shown.

Owner: Fredi Bove, Division Administrator

Progress: Statewide performance on this measure stayed roughly the same from July 2011 to June 2012. All 12 months exceeded the standard (blue line).



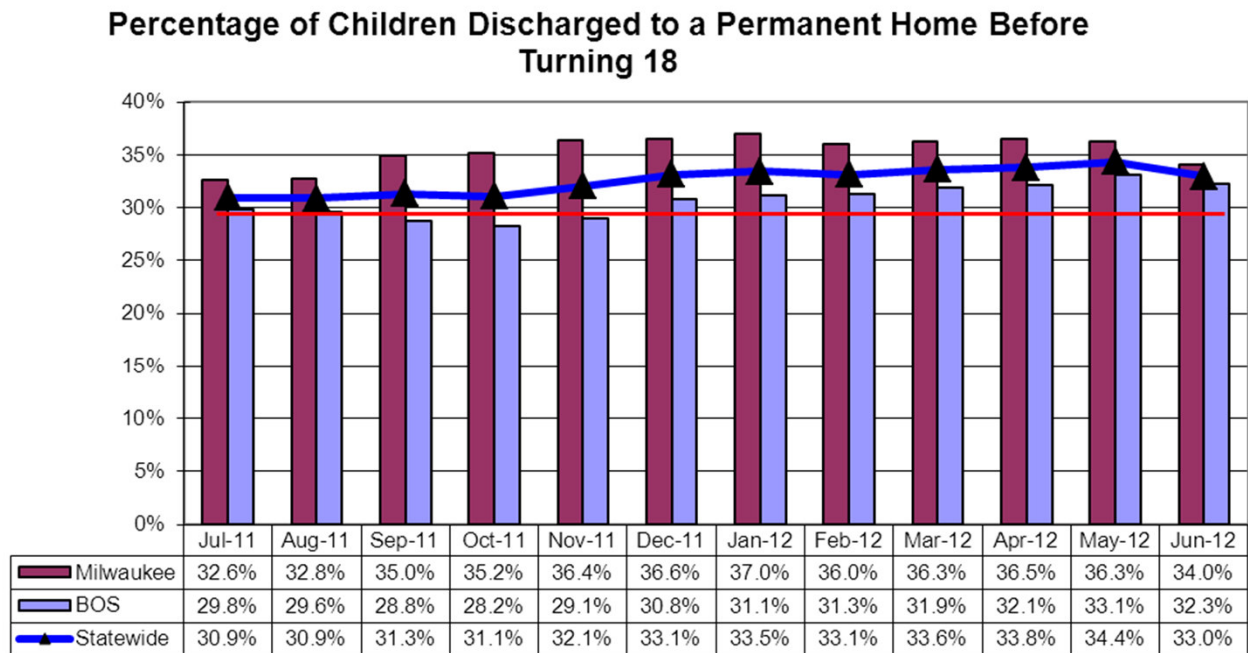
Target Direction: 

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Wisconsin Department of Children and Families Performance Measures
Children achieve permanency.

Performance Measure 8: ACHIEVING PERMANENCY

Objective:	Increase the number of children in out of home care (OHC) 24 months or longer, who are discharged to a permanent placement before their 18 th birthday.
Significance:	Counties are expected to work towards a permanent placement for children removed from their families.
Target:	Wisconsin performance should exceed the 75 th percentile target that 29.8% of children in OHC 24 months or longer are released to a permanent placement before they turn 18. Target represented by the red line in the below graph.
Measurement Method:	Data is collected from the statewide automated case management database, eWiSACWIS. Denominator equals all children in OHC for 24 months or longer at the beginning of the year. Numerator is the number of these children discharged to a permanent placement within 12 months.
Owner:	Fredi Bove, Division Administrator
Progress:	Statewide performance has increased slightly from 30.9% in July 2011 to 33.0% in June 2012 (blue line). The state met the target 12 of the last 12 months (red line).



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Wisconsin Department of Children and Families Performance Measures W-2 Scale of Operations

Wisconsin Works (W-2) Scale of Operations					
	Wisconsin			Milwaukee County	Balance of State
Month	Paid Placements	Unpaid Placements	Total	Paid Placements	Paid Placements
Jun-12	14,094	3,495	17,589	9,520	4,574
May-12	14,152	3,630	17,782	9,608	4,544
Apr-12	14,041	3,700	17,741	9,553	4,488
Jun-11	15,803	3,374	19,177	10,738	5,065

BOS – Balance of State

- 31 W-2 contract agencies deliver a full range of W-2 services in 71 counties
- BOS slides focus on eight largest BOS agencies: 1) Kenosha; 2) Racine; 3) Rock; 4) Capitol Consortium (Dane, Dodge, Marquette, Sauk); 5) Winnebago; 6) Arbor Education & Training (Ozaukee, Washington, Waukesha); 7) Forward Services Consortium; and 8) Workforce Connections Inc.

MKE – Milwaukee County

- 7 W-2 contract agencies deliver specialized services to five regions within Milwaukee county
- WEA - W-2 Employment Agencies
 - Northeast - YWCA
 - Northwest - Policy Studies, Inc
 - Southeast - UMOs
 - Southwest and Central - MAXIMUS
- EAA – Eligibility and Assessment Agencies
 - County-wide – Social Development Commission (SDC)
- SSI Advocacy – Social Security Insurance Advocacy Agency
 - Northeast, Central, and Northwest – Public Consulting Group (PCG)
 - Southeast and Southwest - UMOs



Wisconsin Department of Children and Families Performance Measures Families increase income.

Performance Measure: **JOB ENTRY**

Objective: Increase the number of W-2 participants who obtain employment.

Significance: This is the defining measure for any welfare-to-work program seeking to place as many participants as possible in jobs as efficiently as possible. While there is no Federal standard, DCF has established standards for Milwaukee and Balance of State (BOS) agencies.

Target: These are the six month performance standards for Milwaukee WEAs and BOS agencies:

<u>BOS Standards:</u>	<u>MKE Standards</u>
■ Exceeds = > 15%	■ Exceeds = > 17.5%
■ Satisfactory = 12 – 14.9%	■ Satisfactory = 14 – 17.4%
■ Need Improve = 9.5 – 11.9%	■ Need Improve = 11 – 13.9%
■ Fail = <9.5%	■ Fail = < 11%

Measurement Method: Data is collected from the statewide automated case management database, CARES. Numerator is equal to an unduplicated count of W-2 participants who obtained a job expected to last at least 30 days. Denominator is equal to all W-2 participants referred to a contract agency. Results are prorated monthly throughout the year.

Owner: Kris Randal, Division Administrator

Progress: January – June 2012 performance:

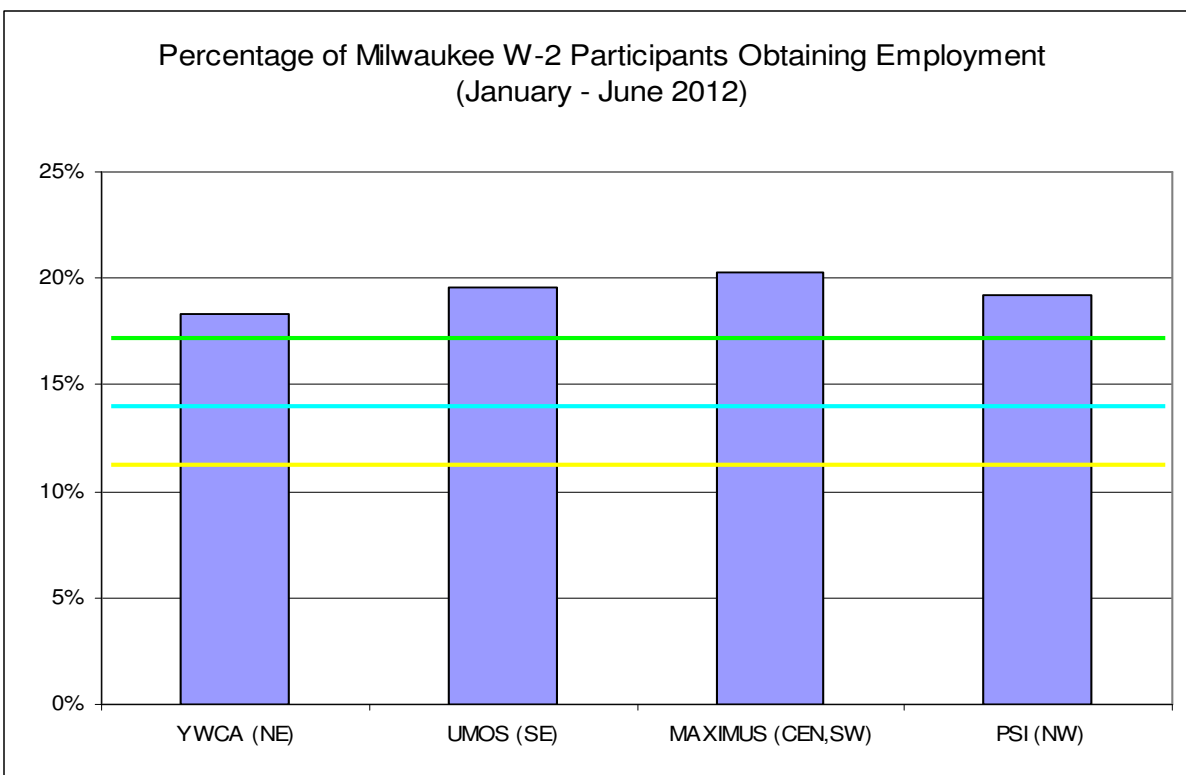
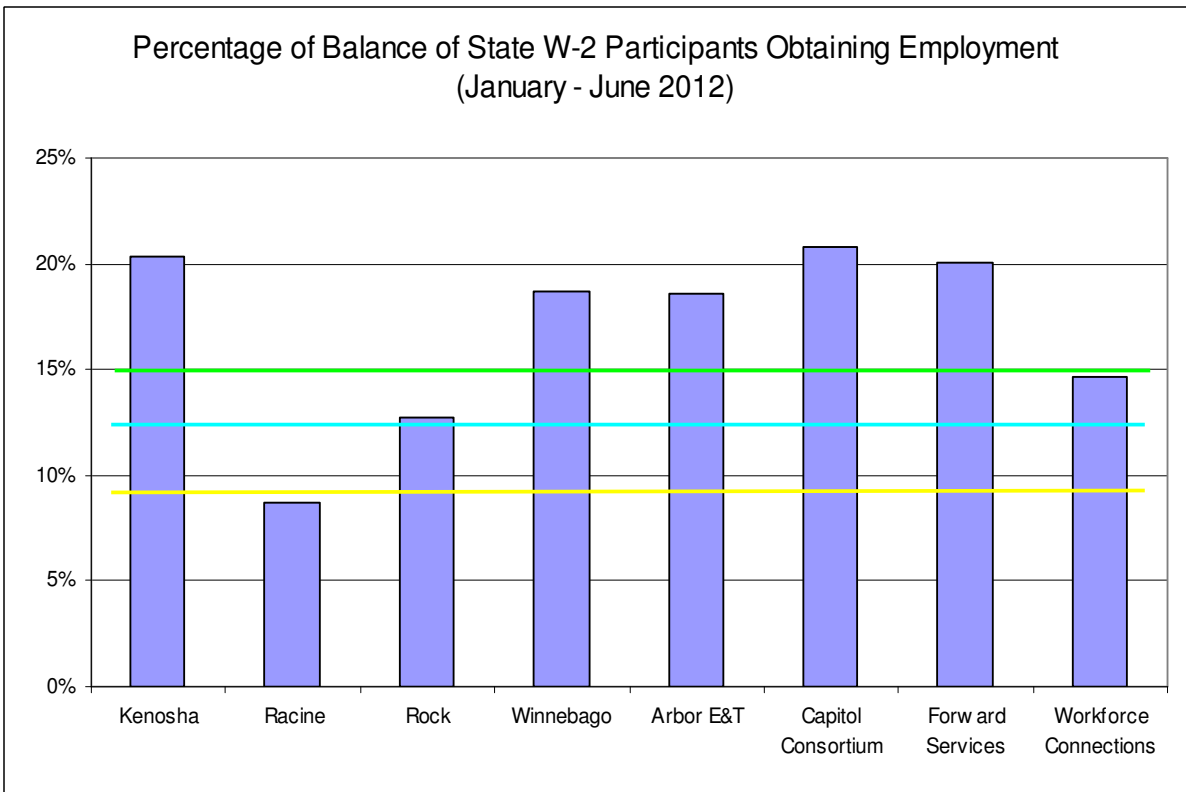
BOS: Of the eight largest W-2 agencies in BOS, Kenosha, Winnebago, Arbor E&T, Capital Consortium and Forward Services exceeded the standard. Rock and Workforce Connections satisfied the standard. Racine needed improvement; no one failed the standard.

MKE WEA: All four Milwaukee WEAs exceeded the standard.



Wisconsin Department of Children and Families Performance Measures

Families increase income.



Target Direction:



Wisconsin Department of Children and Families Performance Measures

Families increase income.

Performance Measure: **SSI/SSDI RECEIPT**

Objective: Increase the number of W-2 participants who receive SSI/SSDI among those who are appropriate and have applied.

Significance: W-2 agencies are expected to assist participants to determine whether they might be eligible for SSI/SSDI and to complete the application process. While there is no federal standard, DCF has established standards for the Milwaukee SSI agency. Balance of State agencies are no longer subject to this measure due to data constraints.

Measurement Method: Data is collected from the statewide automated case management database, CARES. Numerator is equal to number of W-2 participants who were awarded SSI within certain time frames. Denominator is equal to number of W-2 participants who were working with an agency on the application process during the prior year.

Target: The six month performance standards for Milwaukee SSI Agencies are below:

- Exceeds = >10%
- Satisfactory = 7.5 – 9.9%
- Needs Improvement = 5 – 7.4%
- Fail = <5%

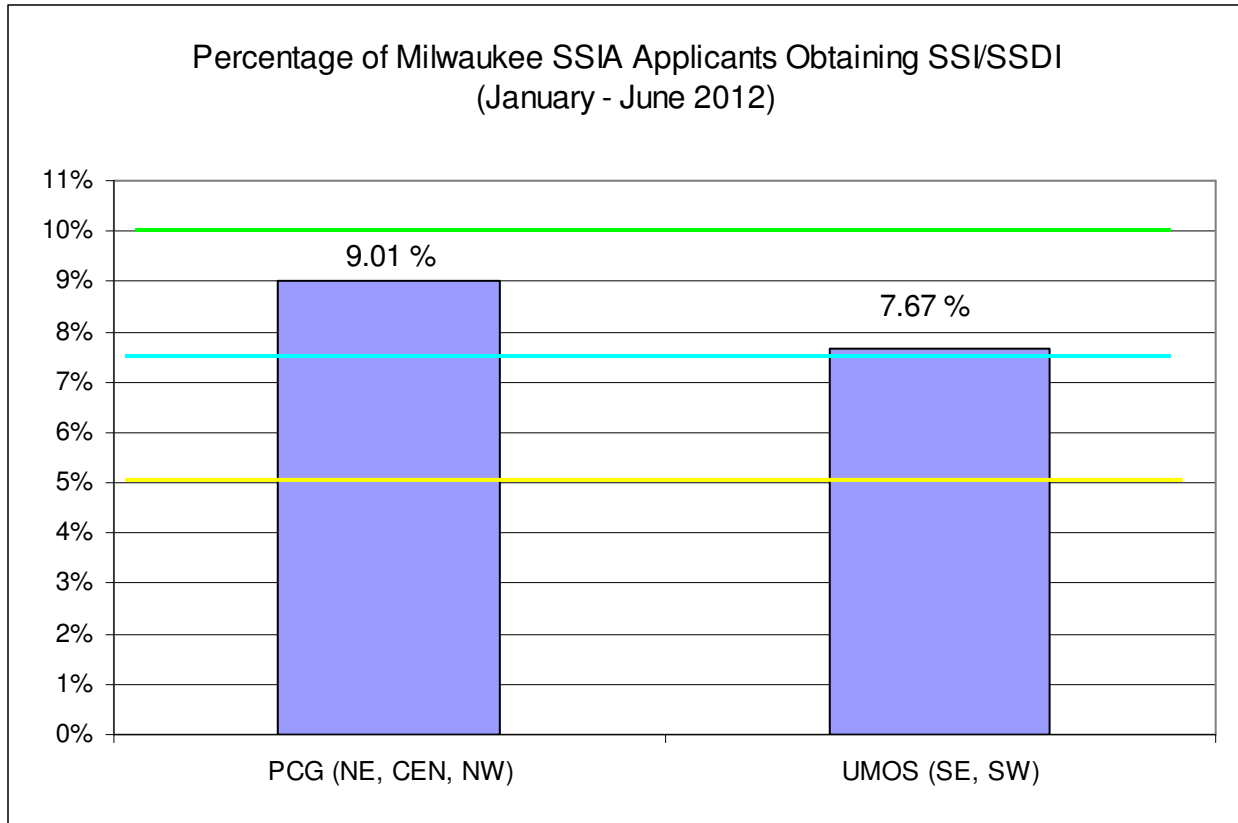
Owner: Kris Randal, Division Administrator

Progress: January – June 2012 performance:

MKE: Both agencies satisfied the standard.



Wisconsin Department of Children and Families Performance Measures
Families increase income.



Balance of State data is no longer collected for this measure

Target Direction:



Wisconsin Department of Children and Families Performance Measures

Families increase Income

Performance Measure: **EARNINGS STABILIZATION**

Objective: Ensure that W-2 participants who find employment maintain their income.

Significance: Once W-2 participants find employment, it is important that they are able to retain this employment. Economic security depends on maintaining a sufficient level of income over time.

Measurement Method: Data is collected from the unemployment insurance database and the statewide automated case management system, CARES. The numerator is the number of W-2 participants who received a job one quarter prior to the period being measured that also retained this income over the next quarter. The denominator is the number of W-2 participants that entered employment one quarter prior to the period being measured.

Target: Agency performance is measured on the following scale:

- Exceeding = > 55%
- Satisfactory = 45 – 54.9%
- Needs Improvement = 35 – 44.9%
- Fails = < 35%

Note that results on this measure lag significantly due to unemployment insurance data delays.

Owner: Kris Randal, Division Administrator

Progress: In quarter three of 2011:

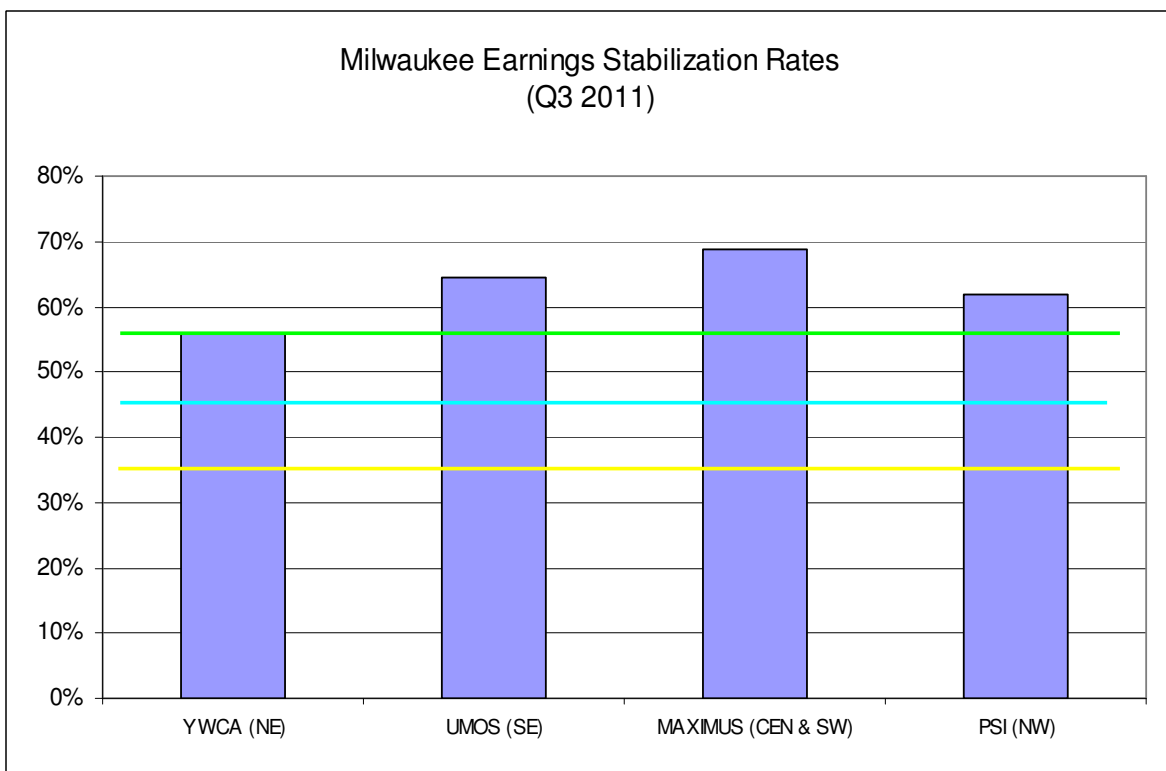
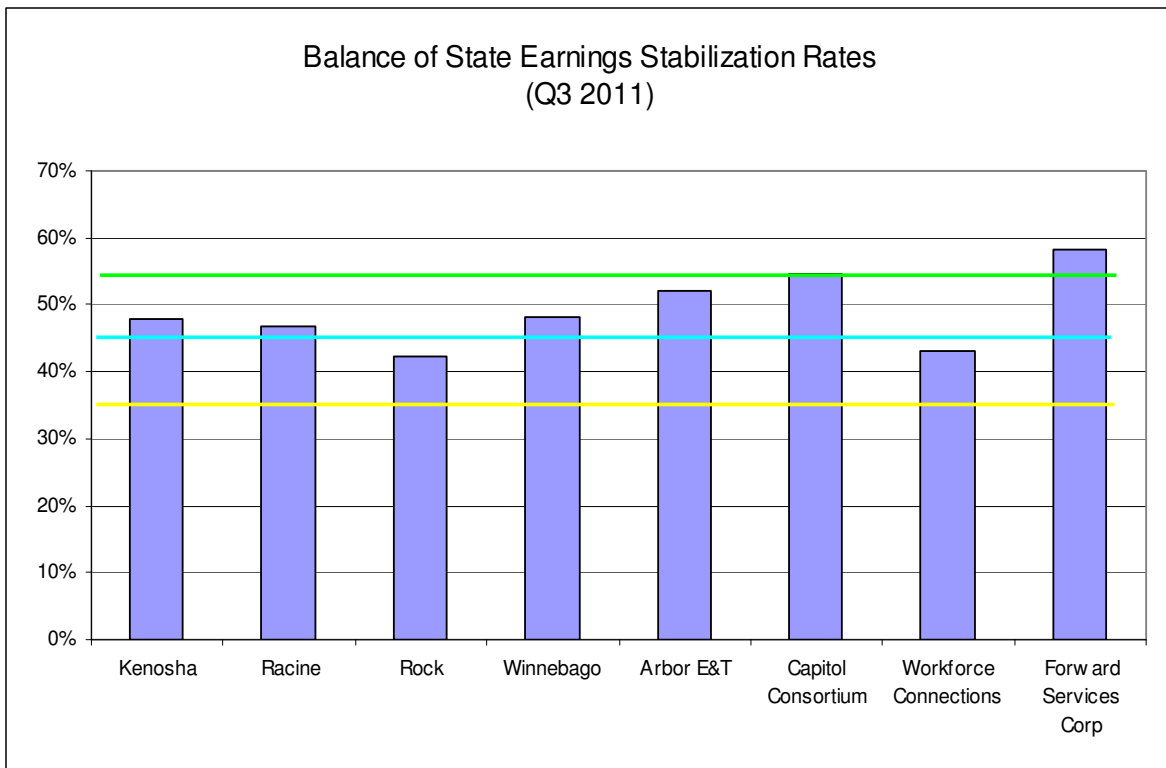
BOS: Of the eight largest W-2 agencies in BOS, Forward Services Corporation exceeded the standard; Kenosha, Racine, Winnebago, Arbor E&T and Capitol Consortium satisfied the standard; Rock and Forward Workforce Connections needed improvement.

MKE: PSI, Maximus and UMOS exceeded the standard; YWCA satisfied the standard.



Wisconsin Department of Children and Families Performance Measures

Families increase income.



Target Direction:



Wisconsin Department of Children and Families Performance Measures Parents Receive Quality Customer Service

Performance Measure: **CUSTOMER SATISFACTION SURVEY RESULTS**

Objective: Ensure that Wisconsin W-2 agencies provide quality case management.

Significance: Getting Wisconsin's W-2 participants back to work depends on skilled professionals navigating them through the process and getting them the services they need to succeed. The customer satisfaction survey is the state's means for assessing the quality of participants' experience with W-2 contractors. While there is no Federal standard, DCF has established standards for Milwaukee and Balance of State (BOS) agencies.

Measurement Method: Data is collected from a statewide phone and mail survey of W-2 applicants and participants. The surveys measure customer satisfaction on a scale of 1-5 across the following 9 categories: Worker returned calls in a timely manner, worker understands customer goals, worker is respectful, worker is responsive, worker explained services clearly, worker explained expectations clearly, customer is part of the process, services were helpful and an overall satisfaction rating.

Target: Agency performance is measured as an average score on all categories and is judged on the following scale:

- Exceeding = > 4.5
- Satisfactory = 3.7 – 4.4
- Needs Improvement = 2.7 – 3.6
- Fails = < 2.7

Owner: Kris Randal, Division Administrator

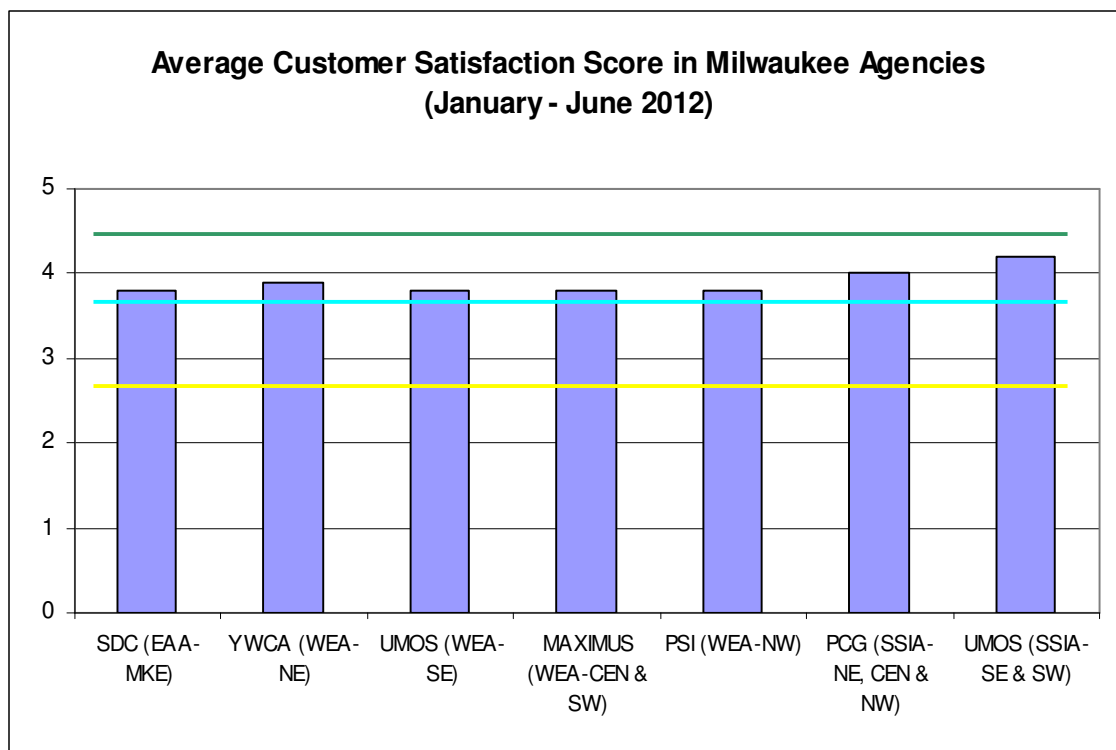
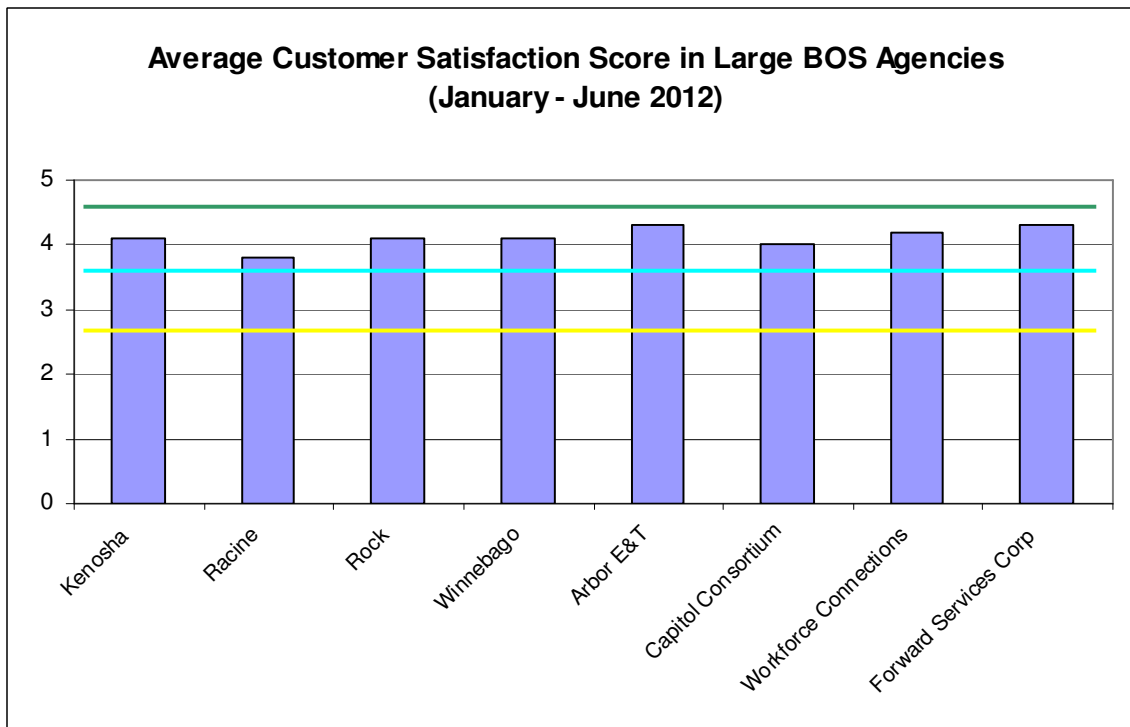
Progress: As of June 2012, all 7 Milwaukee agencies were satisfying the standard.

In the balance of state, 2 of 31 agencies were exceeding the standard, 1 agency needed improvement, 2 agencies failed the standard (1 had zero respondents) and the remaining 26 were satisfying the standard.

Of the eight largest agencies, all satisfy the standard.



Wisconsin Department of Children and Families Performance Measures Parents Receive Quality Customer Service



Target Direction:



Wisconsin Department of Children and Families Performance Measures
Families increase income.

Performance Measure: **TRANSITIONAL JOBS**

Objective: Increase the number of transitional workers served across the 17 contracted agencies.

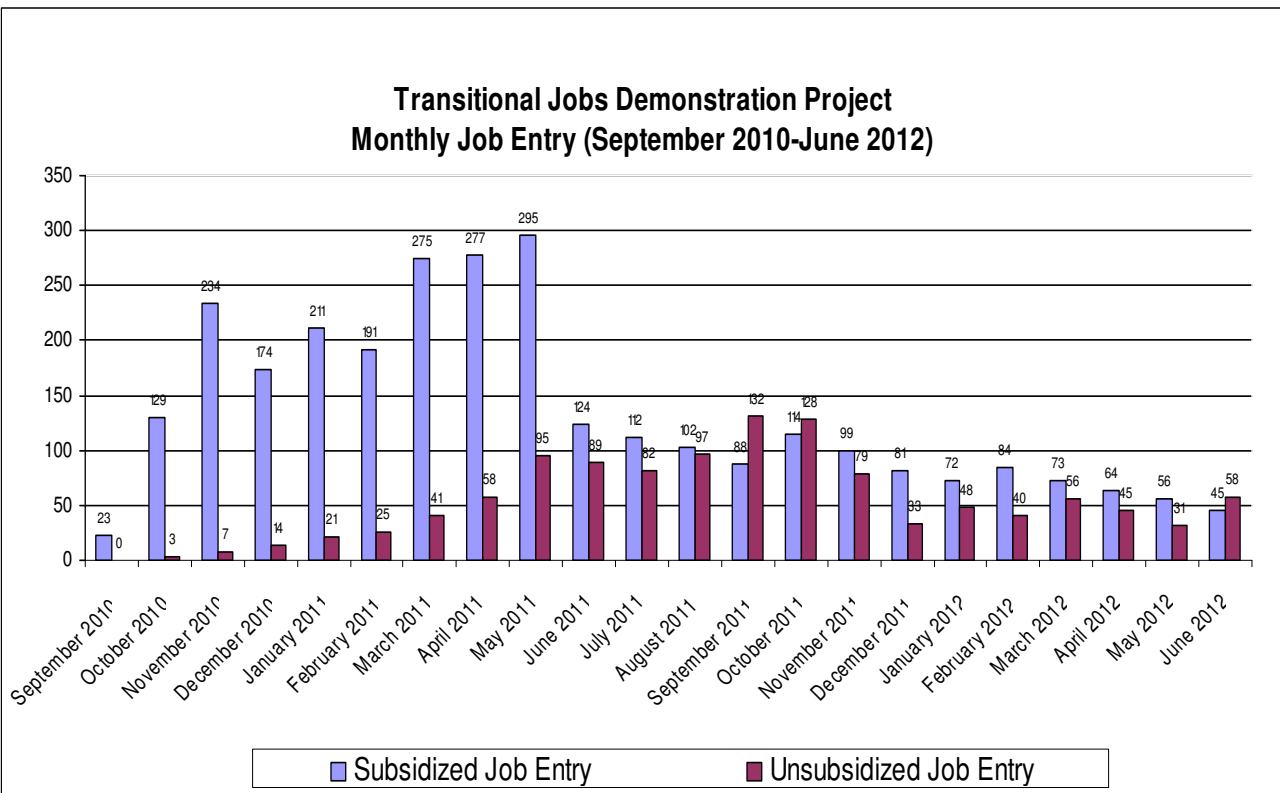
Significance: To maximize the number of individuals served by the Transitional Jobs project, agencies are expected to serve as many eligible individuals as possible throughout the contract period.

Measurement Method: Data on the number of individuals in jobs is collected from Transitional Jobs contractors by staff in the Bureau of Working Families.

Target: DCF fills all eligible transitional jobs slots.

Owner: Kris Randal, Division Administrator

Progress: As of June 2012, 2,850 individuals had earned a wage through the Transitional Jobs project. An additional 1,344 individuals found unsubsidized work while enrolled in the program.



Wisconsin Department of Children and Families Performance Measures Families increase income.

Performance Measure: **COURT ORDER ESTABLISHMENT**

Objective: Increase the number of children who have a court order for child support.

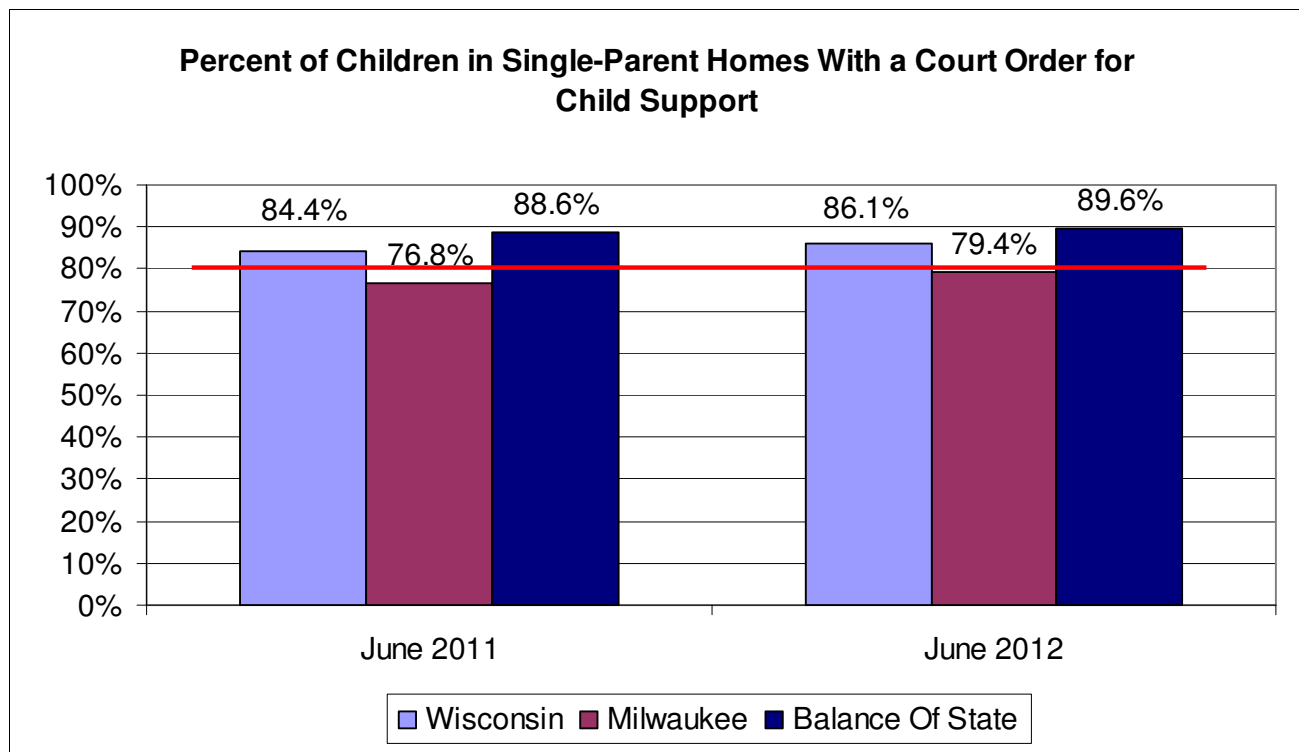
Significance: Child support cannot be collected unless there is a court order for payment.

Measurement Method: Data collected from the statewide database, KIDS. Numerator is equal to the number of cases with court orders; the denominator is the total number of cases as of the last day of the reporting period. This is a point in time measure.

Target: 80% is the Federal standard.

Owner: Kris Randal, Division Administrator

Progress: Performance below reflects Federal Fiscal Year (FFY) 2012 to date (October 1, 2011 – June 30, 2012). Performance across Wisconsin counties has exceeded the 80% standard for every month of FFY 2012. In FFY 2012, Wisconsin established court orders for 86.1% of all child support cases, a 1.7 percentage point improvement from the same time period in FFY 2011.



Target Direction:



Wisconsin Department of Children and Families Performance Measures

Families increase income.

Performance Measure: **PATERNITY ESTABLISHMENT**

Objective: Increase the number of children for whom paternity has been established.

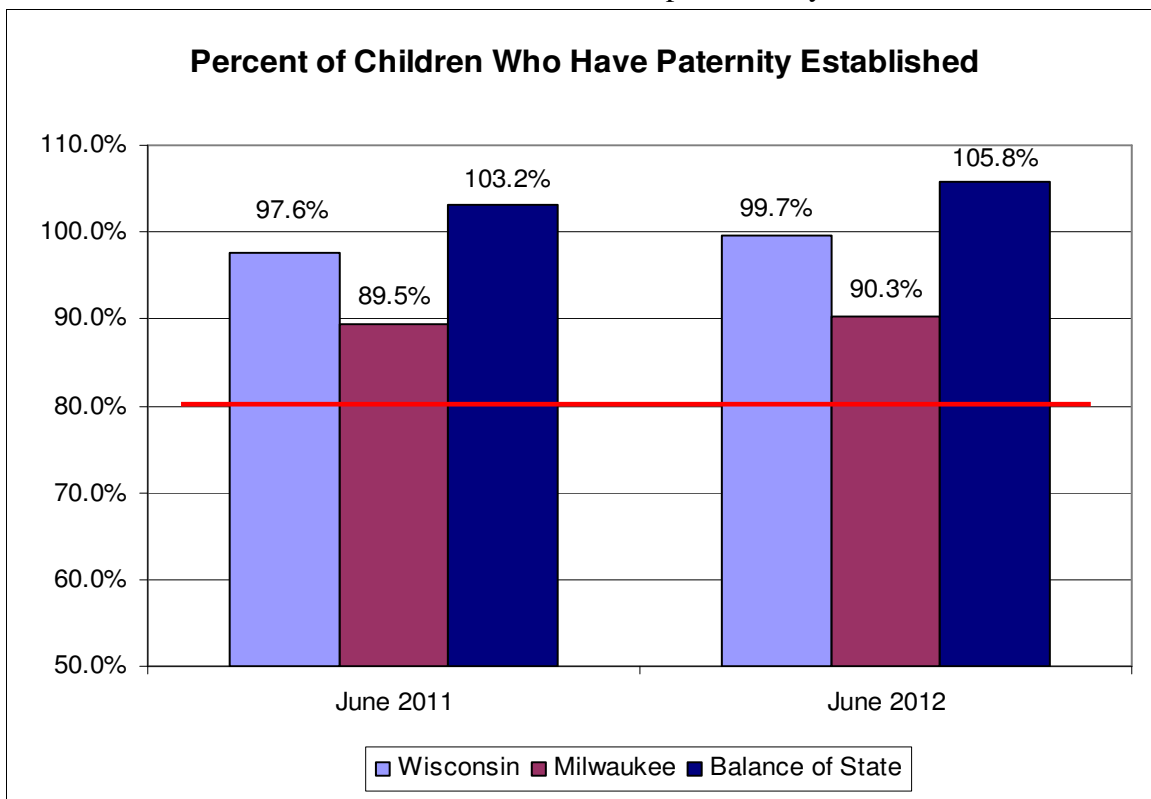
Significance: Paternity establishment provides the father with legal rights to the child and provides the child with rights to child support, inheritance, etc.

Measurement Method: Data is collected from the statewide database, KIDS. Numerator is the number of those children who had paternity established. Denominator is the number of the children born out of wedlock and present in the caseload at any time during the year.

Target: 80% is the Federal standard.

Owner: Kris Randal, Division Administrator

Progress: Performance below reflects Federal Fiscal Year (FFY) 2012 to date (October 1, 2010 – June 30, 2012). Performance across Wisconsin counties currently exceeds the standard. To date, Wisconsin established paternity for 99.7% of children, a 2.1 percentage point improvement from the same time period last year.



Target Direction:



Wisconsin Department of Children and Families Performance Measures
Families increase income.

Performance Measure: **ARREARAGE COLLECTIONS**

Objective: Increase the collection of at least one payment on child support cases with arrears.

Significance: Any child support that is not paid when it is due becomes an unpaid amount (arrear). The child support mission is to enforce child support orders and collect unpaid amounts.

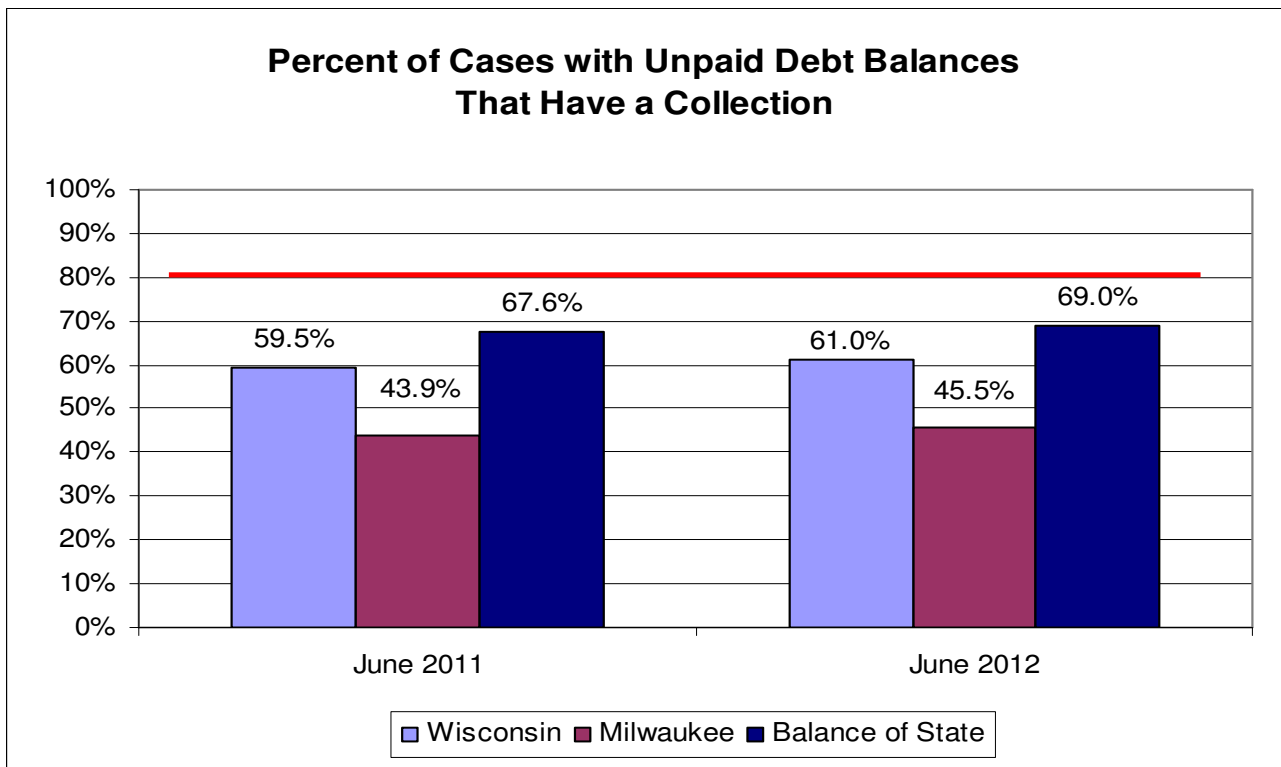
Measurement Method: Data is collected from the statewide database, KIDS. Numerator is the number of cases where a payment was made on arrears. Denominator is the number of cases that had an arrearage during the period.

Target: 80% is the Federal standard.

Owner: Kris Randal, Division Administrator

Progress: Performance below reflects Federal Fiscal Year (FFY) 2012 to date (October 1, 2011 – June 30, 2012).

Performance across Wisconsin counties has not exceeded the 80% standard in FFY 2012, but performance has improved by 1.5 percentage points compared to June 2011. Through June of FFY 2012, Wisconsin received at least one payment from 61.0% of cases with an arrearage.



Target Direction:



Wisconsin Department of Children and Families Performance Measures Families increase income.

Performance Measure: **COST-EFFECTIVENESS**

Objective: To collect as much money as possible for every dollar spent on the program.

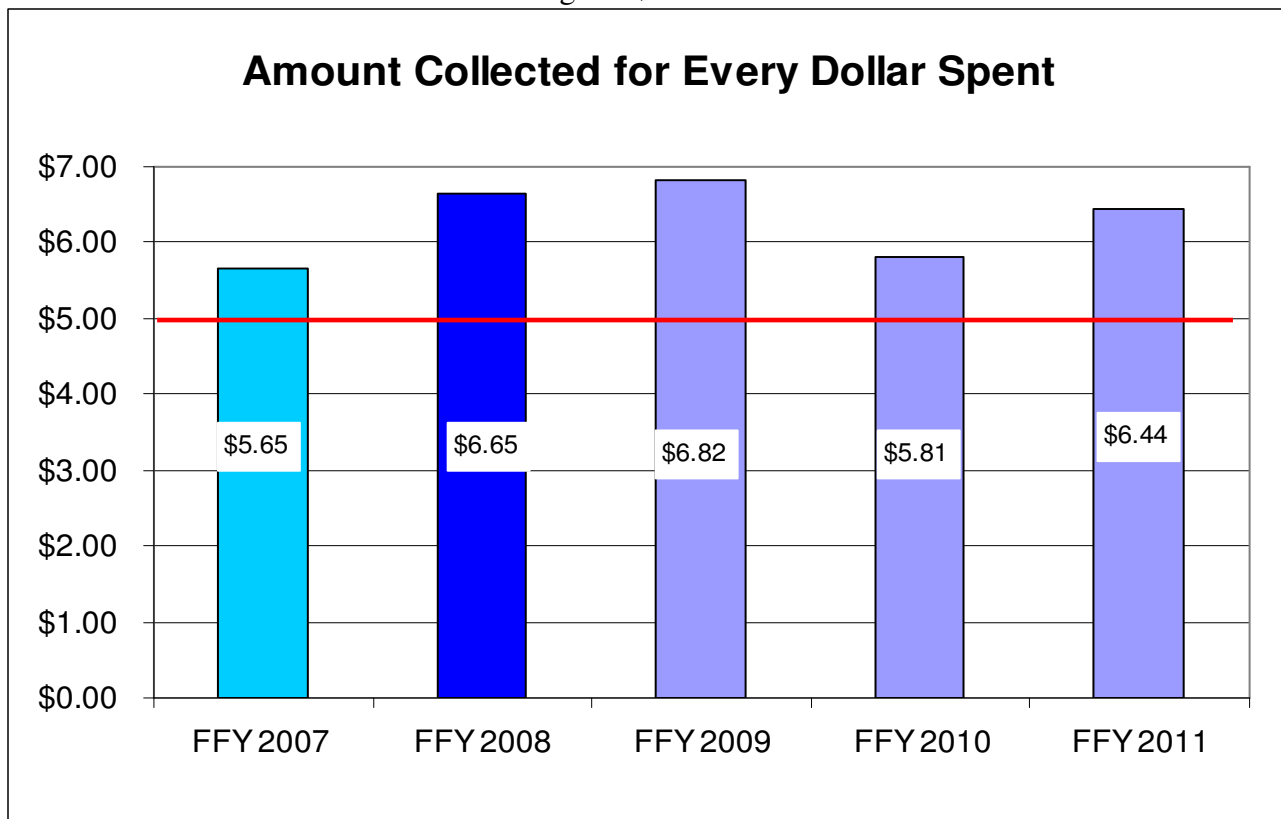
Significance: The Bureau of Child Support is expected to administer the child support program as cost effectively as possible.

Measurement Method: The numerator is the amount of money collected in child support during the course of the federal fiscal year. The denominator is the amount of money spent on child support enforcement activities over the course of the federal fiscal year.

Target: \$5.00 collected for every \$1.00 spent on child support enforcement activities.

Owner: Kris Randal, Division Administrator

Progress: Performance across Wisconsin counties exceeded the \$5.00 standard in Federal Fiscal Year 2007 - 2011. Wisconsin's performance exceeded the nationwide average of \$4.78.



Target Direction:



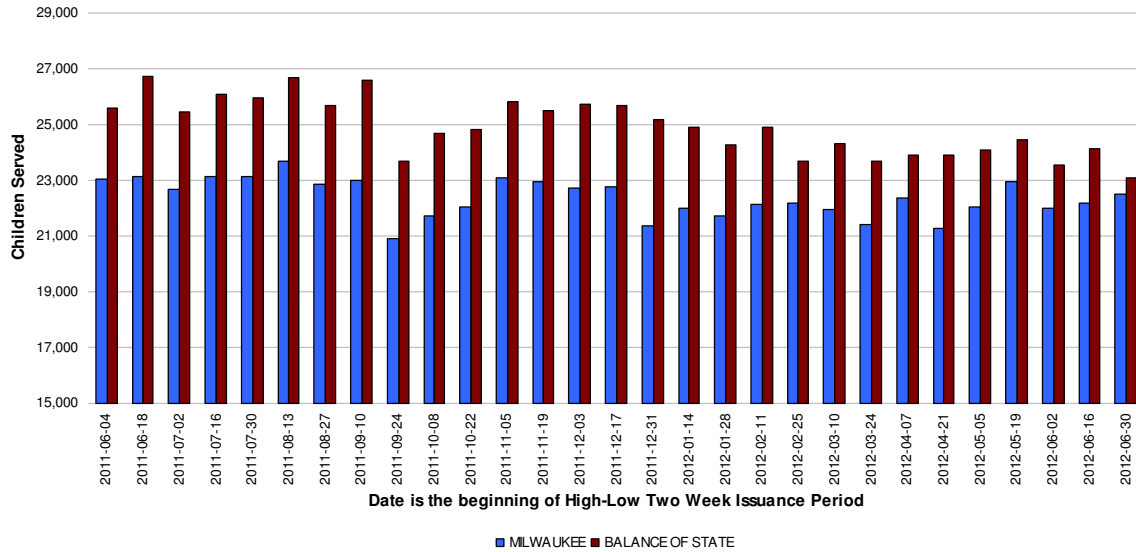
UNEMPLOYMENT INSURANCE PROPORTION

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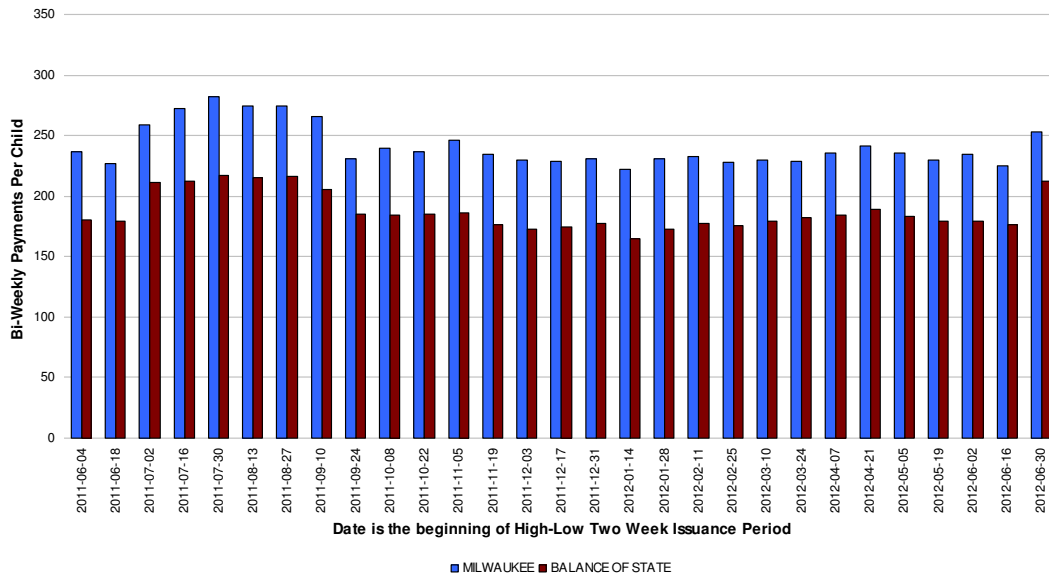
Child Care Subsidy Scale of Operations

Number of Children Served by Wisconsin Shares Data is grouped by High-Low Weeks



There were approximately 3,079 more children in subsidized care on June 2011 compared to June 2012 (546 more in Milwaukee, 2,533 more in Balance of State).

Bi-Weekly Payments Per Child Data is grouped by High-Low Weeks



The bi-weekly payment per child was \$208.68 on June 4, 2011 compared to \$232.29 on June 30, 2012.



Wisconsin Department of Children and Families Performance Measures
Child care funds are well spent and fraud is minimized.

Performance Measure: **NUMBER OF PROVIDER/CLIENT OVERPAYMENTS**

Objective: To reduce the number of improper payments of the Wisconsin Shares subsidy to providers and on behalf of clients due to fraud and administrative error.

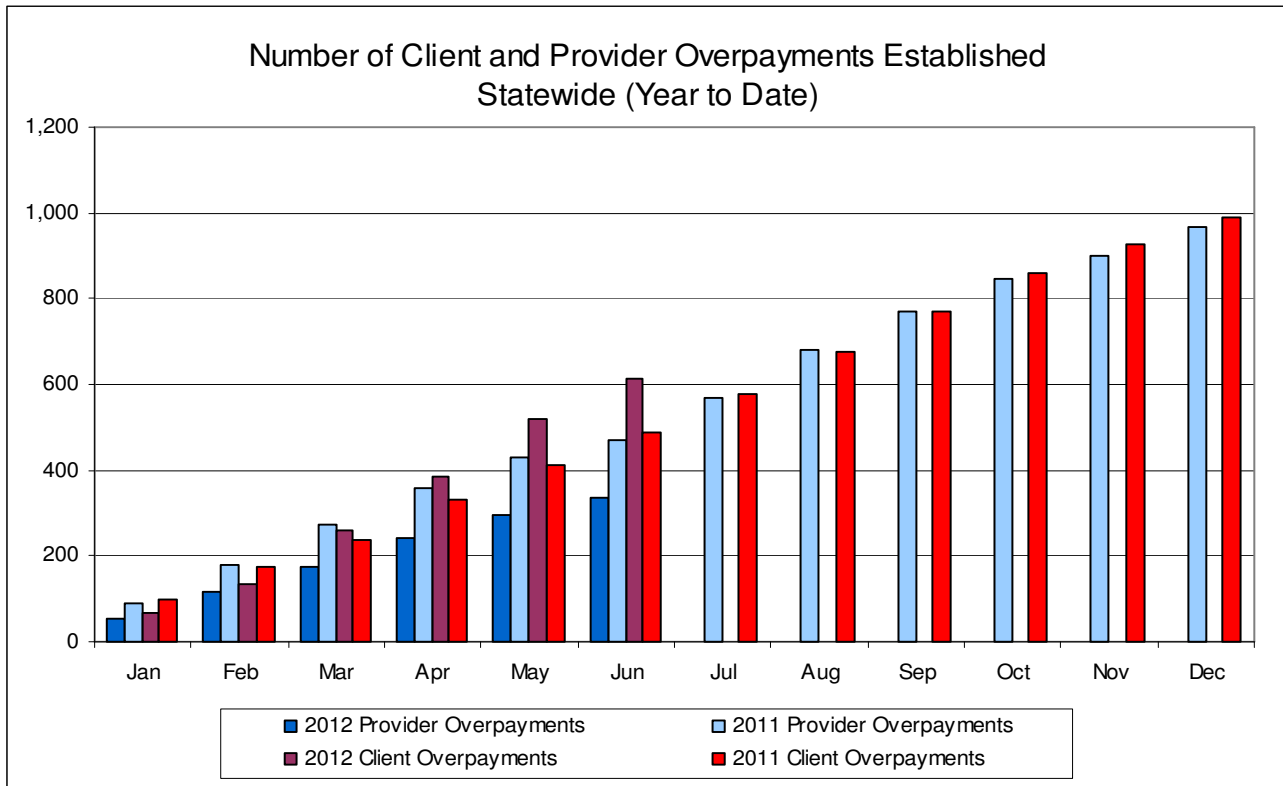
Significance: As the Wisconsin Shares administrator and steward of taxpayer funds, DCF is expected to eliminate improper payments to providers and on behalf of clients.

Measurement Method: The number of provider overpayments established is taken from the Child Care Statewide Administration Web database (CSAW). The number of client overpayments established is extracted from the statewide automated case management system, CARES.

Target: No target.

Owner: Judy Norman-Nunnery, Division Administrator

Progress: The number of overpayments established against providers statewide was 29% lower between January – June 2012 than in the same time period of 2011. The number of overpayments established against clients was 26% higher between January – June 2012 than in the same time period of 2011.



Wisconsin Department of Children and Families Performance Measures
Child care funds are well spent and fraud is minimized.

Performance Measure: **AMOUNT PROVIDER/CLIENT OVERPAYMENTS
MEGA ONLY**

Objective: To reduce the amount of improper payments of the Wisconsin Shares subsidy to providers and on behalf of clients due to fraud and administrative error.

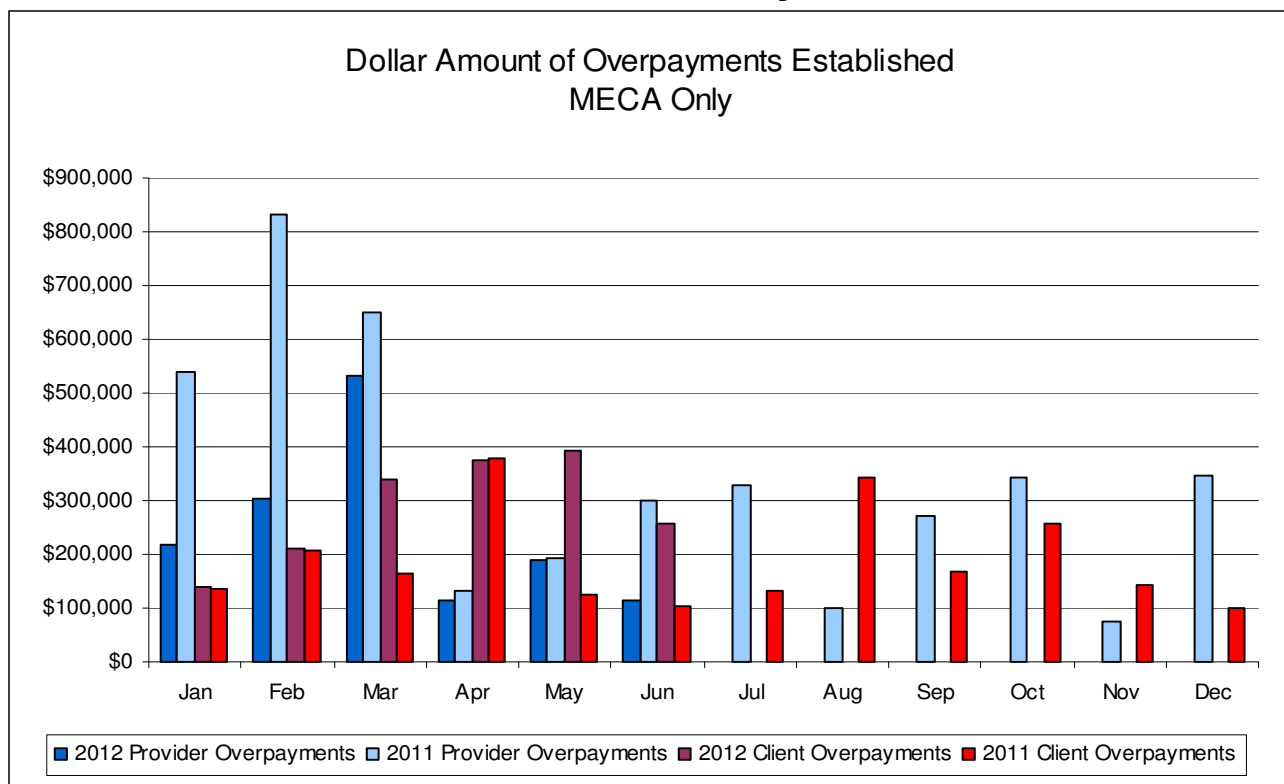
Significance: As the operator of the Wisconsin Shares program in Milwaukee County, the Milwaukee Early Care Administration (MECA) is expected to eliminate improper payments to providers and on behalf of clients.

Measurement Method: Client data is collected from the statewide Central Recoveries Enhanced System (CRES) and provider data is collected in Child Care Statewide Administration on the Web (CSAW) database.

Target: No target.

Owner: Judy Norman-Nunnery, Division Administrator

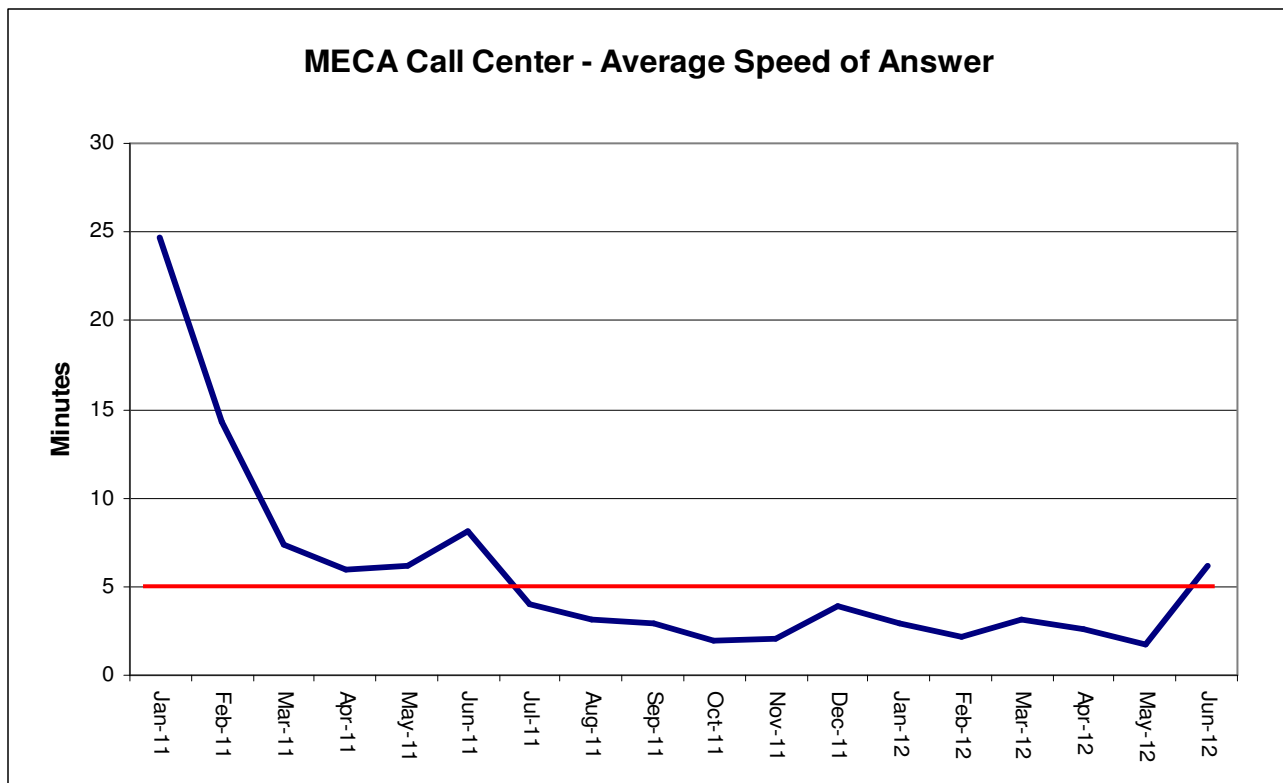
Progress: The dollar amount of 2012 overpayments established against providers in Milwaukee County was 44% lower between January - June 2012 than it was in the same period of 2011. The dollar amount of 2012 overpayments established against clients in Milwaukee County was 54% higher between January - June 2012 than it was in the same time period of 2011.



Wisconsin Department of Children and Families Performance Measures

Customers receive quality service.

Performance Measure:	AVERAGE TIME-TO-ANSWER CUSTOMER CALLS IN MECA
Objective:	To ensure that families receiving Wisconsin Shares subsidies receive quality customer service.
Significance:	As the administrator of the Wisconsin Shares program in Milwaukee County, MECA must offer timely and appropriate customer service to customers with questions or individuals seeking benefits.
Measurement Method:	Data is collected administratively at the Milwaukee Early Care Administration.
Target:	An average time-to-answer of 5 minutes or less.
Owner:	Judy Norman-Nunnery, Division Administrator
Progress:	Time-to-answer in June 2012 was 6 minutes. This is 2 minutes or 25% faster than time-to-answer in June 2011. This is 4 minutes or 67% slower than the time-to-answer in May 2012. MECA was below the 5 minute target for 11 of the last 18 months, with a record low time-to-answer of 2 minutes in May 2012.



Target Direction:



